

CITY OF NEWARK

Delaware

RFP NO. 18-02

STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY- DESKTOP SUPPORT SERVICES

ADDENDUM NO. 3

September 10, 2018

This addendum provides clarification and response to the requests for information (RFI).

Q: Out of 600+, what is the ration of desktops/laptops to mobile devices? Could you provide a more precise head count of each type of device to be supported?

R: *The City has 300+ desktop/laptops/tablets and 300+ desk/mobile phones.*

Q: How many Tier I and Tier II positions are active?

R: *The City has one active, full-time position.*

Q: What end-user applications are to be supported?

R: *The City utilizes Microsoft, Tyler Technologies, and Harris Computer applications as well as a host of other end user applications*

Q: What mobile applications are to be supported?

R: *The City utilizes Windows tablets so similar to end-user applications. Mobile devices would include Microsoft and some Tyler Technology applications.*

Q: How many wireless access points are at each location and what make/model?

R: *The city has approximately 20 access points between all locations.*

Q: Are the offices connected via VPN?

R: *Some offices are connected via VPN. Others have fiber connection.*

Q: What are the addresses of the 4 office locations to be supported?

R: *All locations are within a 5-mile radius of the City's Municipal Building located at 220 South Main Street, Newark, Delaware 19711.*

Q: On average, how many help desk tickets are submitted daily/monthly?

R: *On average, there are approximately 20 tickets submitted daily.*

Q: On average, how many hours are worked after-hours/weekends?

R: *There is minimal overtime for this position.*

Q: Will a city vehicle be provided for travel between office locations?

R: *No city vehicle will be provided.*

Q: Please confirm this RFP is to qualify the vendors and there is no pricing or rate card involved at this stage of the RFP.

*R: As outlined in the RFP, all submitted bids must include a cost proposal.*

Q: Are candidate resumes to be submitted as part of this RFP?

*R: No resumes are to be submitted with the bid.*